








DEPARTMENT OF INFORMATION AND TECHNOLOGY

<p>PHOTO NOT AVAILABLE</p>  <p>Trent Carpenter Department of Information Technology</p>	<p>Trent is the manager of the Risk & Compliance Management section of DIT's Office of Enterprise Security.</p> <ul style="list-style-type: none">• They always make themselves available to help, and always go the extra mile.• Keeps us in the loop on things that will affect us.• Professional, respectful and excellent at what he does.• True example for these qualities.• He walks the walk.
<p>PHOTO NOT AVAILABLE</p>  <p>Arlene Flanagan Department of Information Technology, Lansing</p>	<p>Arlene serves as the department liaison between MDIT and MDOS regarding all issues and projects concerning the Driver Systems. Driver Systems encompass every aspect of each Michigan citizen's driving record.</p> <ul style="list-style-type: none">• Excellent software skills and business knowledge. Very hard worker. High integrity.• Patience, detailed, personal.• Works well and includes others. Finds new and better ways to do her job. Puts quality first.• Inclusion-keeps everyone updated with as much info as possible. Teamwork- Includes everyone in the group and mentors when needed. Excellence- Strives to plan the best product into production.• Very hardworking, dedicated employee who communicates honestly.
 <p>Phil Gibbons Department of Information Technology, Detroit</p>	<p>Phil is a member of Detroit Field Services Team 3A. He is responsible for the technical support of the Workstations, peripheral equipment, and LANs for the various state agencies in Wayne, Lenawee, and Monroe counties.</p> <ul style="list-style-type: none">• Willing to help at a moment's notice, take on challenging projects and take responsibility for actions.• His willingness to assist his team members to achieve customer satisfaction.• Works hard everyday above and beyond and never complains.

<p>PHOTO NOT AVAILABLE</p>  <p>Mike Harbin Department of Information Technology, Gaylord</p>	<p>Mike is the field services manager for the north region. He oversees a hard-working dedicated team of nine employees that support the desktop needs for all agencies in a fifteen-county region.</p> <ul style="list-style-type: none"> • Does what says, listens, includes people and goes beyond what is necessary to help anyone. • Works very hard to help us do our job as well as we can. • Keeps his staff informed- good or bad. With frequent staff meetings- fights to get his staff info and needed tools. • Strives to help his staff as best he can with what we have to work with. • Has regular meetings with staff. Passes on relevant information. Argues with Lansing when he thinks they are wrong. Sticks up for us. Praises us for jobs well done.
 <p>Jack Harris Department of Information Technology, Lansing</p>	<p>Jack is the Director of Telecommunications & Network Management for DIT. This area of DIT oversees all data, messaging and voice services for the State. Jack has 28 years of State Service.</p> <ul style="list-style-type: none"> • A great leader who demonstrates excellence through action and has unflappable integrity. He is a role model in Telecom. • Jack is always up front, honest, shows excellence in the work we do and works to include persons in the process. • Walks his talk. • Honest and places values on people rather than “official tasks.” • Encourages employees, includes all in decision making, listens to new ideas and feedback. • Excellence, he does the best job he can as a manager. • In action, not just words.
<p>PHOTO NOT AVAILABLE</p>  <p>Karen Kalis Department of Information Technology, Lansing</p>	<p>Karen is the IT Procurement Manager for DIT. She oversees the team responsibility for all IT procurement in the State.</p> <ul style="list-style-type: none"> • As a supervisor, she is fair, honest, and a truly dedicated state employee. • Karen has always included and asked her staff for input on everything, from policies to how the work load is working out. The integrity is something that we have not seen in many years of state government. • Hardworking, listens, cares about her employees as an employee and as people. • One of the best bosses I’ve had. • Includes staff in decision making and draws in experience. I think she has had the toughest job in DIT over procurement. She has kept us organized despite having 19 different ways of procuring by agency. Always listens and tries to find solutions. • She follows everything wonderfully.

 <p>Joni Kosloski Department of Information Technology, Lansing</p>	<p>Joni is the manager for Field Services Team A in Lansing. They are responsible for responding to computer hardware and software service calls for MSP, Corrections, AG, DMVA, Education, Lottery and the Governor's Office.</p> <ul style="list-style-type: none"> • Sets example of honesty. Concern for employees and quality of service. • Shares info, involves me in doc spt.
 <p>John Kozitzki Department of Information Technology, Lansing</p>	<p>John is a Unix Systems Specialist and team lead. He works in DIT's Data Center Operations area.</p> <ul style="list-style-type: none"> • Very patient, not critical, great communicator. • Hard worker and works well with his peers. • Communicates well, organized, wants job right, helpful to all, caring • They all do top notch work and perform above and beyond goals and expectations • Listens to the team, considers different opinions, even choices other ideas over his own, a super computer talent, smart
 <p>Tess Layman Department of Information Technology, Lansing</p>	<p>Tess is the Client Service Director within DIT's Agency Services. She serves the Department of State and has been a state employee for 18 years.</p> <ul style="list-style-type: none"> • She openly supports and personally lives these values. • She makes you feel included, she cares, she is an excellent communicator • Open, honest, listens, creativity, has an open door, invites support - not part of her staff - to staff meetings. • Listens, shares information.



Hollie McCafferty
Department of Information
Technology, Lansing

Hollie is a Client Specialist in DIT's Agency Services. She is a liaison to DIT for DMB, Civil Service and the State Budget Office. She has 25 years of state service.

- She strives to do excellent work, communicates very well and understands all aspects of her job
- Always pushing to gain new knowledge and then shares it with others
- She works with many people, making all of them feel the above qualities
- She has always been willing to explain things to me and help me out when I'm pressed. Also, she makes sure that answers get to the clients she supports
- Honest, listens, tries to do things well. Positive and upbeat.



Lauri Mihlfeld
Department of Information
Technology, Lansing

Lauri works at the FIA/DCH Applications Helpdesk. If clients are having trouble with FIA or DCH-specific applications, she takes their call and works to resolve the problem. Lauri has worked for the State for 29 years.

- Go out of her way to help fellow employees, share info, and speak on our behalf. Good person to turn to with a problem
- She takes great pride in her work and is always finding information and sharing with coworkers to assure service to our clients.
- Always willing to help, includes all with info, new to office. Very helpful, great worker

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Jim Nelson
Department of Information
Technology, Lansing

Jim is the Agency Support Division Director for the area of DIT that serves the Department of Community Health and Family Independence Agency.

- Has integrity, inclusion with staff under him.
- Honestly attempts to provide the best service to his customers and to keep his staff informed and provide them with the ability to express their opinions.
- He does his job well
- Listens attentively, acknowledges hard work and solicits feedback
- Always open for communication to staff under and not under his direction and always carries messages forward. Communicates info freely. Gives feedback on not so good things in a positive manner. Goes above and beyond what he has to do.
- Keeps us informed, includes our feedback in decisions, and tells us the truth no matter how bad.
- He lives the values.



Paula Palmatier
Department of Information
Technology, Lansing

Paula is the Client Specialist serving FIA. She is responsible for DIT's involvement in FIA's mission critical IT applications, and often comes up with creative solutions to non-standard requests for service.

- Open and honest.
- She gives excellent customer service and she cares about the customer and goes the extra mile.
- She is the new client specialist. She is honest, shares knowledge and information, is a hard worker and shares in the vision of DIT.
- Always follows through on resolving problems, is very fair in making decisions and is inclusive with sharing info
- Really cares about helping people.



Debra Patterson
Department of Information
Technology, Detroit

Debra is the Client Services Director serving the Department of Career Development and the Unemployment Agency. She supports these client agencies with the coordination of day to day development, maintenance, operations and long range planning for all IT services.

- Makes difficult decisions-confronts issues directly
- Fair and equal in treatment of employees. Not a do as I say manager, extremely knowledgeable
- Comes from the bottom up and remembers concerns from all levels
- She stands behind her employees
- Works long hours and gives an excellent job and takes time with staff, also cares about her staff



Diana Quintero
Department of Information
Technology, Lansing

Diana is the State Administrative Manager for Contract and Portfolio Management, which is part of DIT's Contracts and Procurement Services. She is responsible for directing the administration, development and delivery of IT contracts to all State Departments and Agencies.

- Excellent communication with staff
- Excellent in her mgt style. Listens to her staff, doesn't have to agree but will listen. Tries to get the job done, not point to the person to blame. Wonderful person to work for
- She walks the talk. She is the best manager that I have ever had. She never ceases to amaze me with her capabilities. She is an excellent role model; I aspire to be more like her. I have not found another individual in several years that I feel this way about her.



Randy Robb
Department of Information
Technology, Lansing

Randy works in DIT's Telecommunications & Network Management area. He is the manager for Messaging & Directory Services and has six years of state service.

- Inclusive in management decisions.
- Integrity
- Perfect manager, unbiased, treats everyone equal.



Norman Sampson
Department of Information
Technology, Lansing

Norman is a manager in DIT's Distributed Processing Operations, which controls the servers and local area networks for the State. His team serves the Departments of Corrections and Military & Veterans Affairs, as well as the Attorney General's Office.

- Highly responsible, gets the job done. Extremely knowledgeable, shares knowledge, gets things done, hardworking.
- Always willing to help.
- Continues in DPO to include IS when trying to resolve issues.
- Is able to manage his team to complete goals timely and leads with integrity.
- Runs his area with all three and it shows (Integrity, inclusion and excellence)



Tina Symington
Department of Information
Technology, Lansing

Tina is a manager in DIT's Agency Services. She oversees the Employment & Accounting Support team serving FIA. She has been with the for five years.

- Tina coordinates between users and teams on many projects. She believes in sharing info and establishing achievable goals
- Honest, transfers information, listens.
- Good supervisor, tries to keep us informed of everything going on.
- Knowledgeable, passes on integrity and encourage teamwork.



Rob Surber
Department of Information
Technology, Lansing

Rob is a Deputy Director of the Center for Geographic Information, which is a part of DIT's Agency Services. He has been a state employee for 15 years.

- Excellent managers, exemplifies all these qualities. Has a lot of responsibilities but performs them without complaints
- Honest and upright person
- Speaks and listens to all in the office, values people for what they are, is willing to go the extra mile.
- Leader and listens.
- Leads by example, gives directions when needed, open door policy.



Teri Takai
Department of Information
Technology, Lansing

Teri is the Director of the Department of Information Technology. She is a member of the Governor's cabinet.

- Walk the talk, very team oriented and says the truth
- Taking the challenge to think about the employee, making reorganization changes and willing to communicate values.
- Although I have only known Teri for a short while, she continually demonstrates inclusion by attending many meetings, instead of delegating them to subordinates.
- Open and honest, communicates
- Teri has already changed the atmosphere in the dept.
- Always helps when asked and has made important changes to improve morale
- Courageous for inclusion-ethical leader
- She stays true to her word
- She has come right in, got involved and started making great strides for improvements
- Coming out to meet us was good, actually going back and doing something about our problems, encouraging employees to e-mail her directly.



Karen Tarrant
Department of Information
Technology, Lansing

Karen is the Director of DIT's Employee & Financial Services. She oversees DIT's budget, human resources, employee development and communications staffs.

- Willingness to include in feedback on her commitment.
- Direct, listens, does best with available resources.
- Great work on HR and Budget.
- Don't blame, praise. Hard work, appreciative, lead by example.
- Always tries to do a good job, bridges the silos of DIT well, Does what she said would be done accomplishes objectives.
- Works very hard to communicate clearly, recognizes some efforts and works and builds culture of success.



Tim Yorty
Department of Information
Technology, Lansing

Tim is the manager for Lansing Field Services Team E, which is responsible for addressing computer hardware and software problems. They serve SOS, DIT, Treasury, UA, DCD and DLEG offices in Ingham, Clinton and Eaton counties.

- Always motivated and looking for ways to improve the work area
- Truly trying his best to improve very difficulty challenges.
- Communicates to and stands up for his team.
- He keeps us informed.
- Allows employees to be independent thinkers and doers.
- Pass down information when he gets it. Listens and responds to staff.